

# **UC Irvine 2007 Student Information Technology Experience (SITE) Survey**

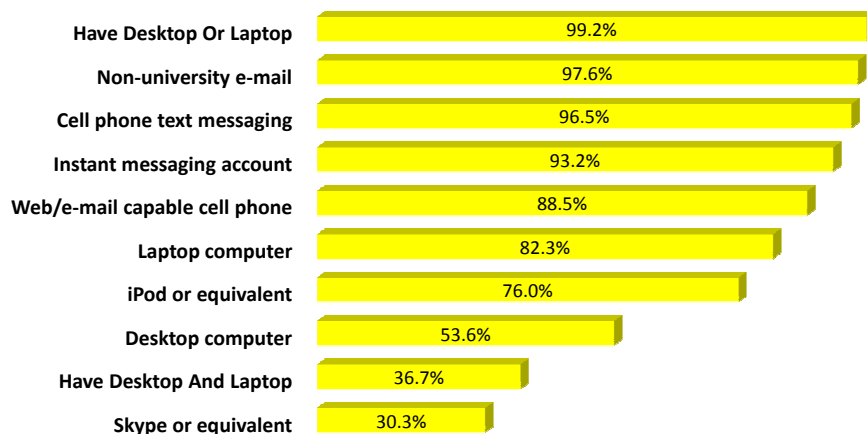
## **UCI 2007 SITE Survey Overview**

- **SITE = Student Information Technology Experience**
- **On-Line (only) Survey**
- **8 January through 23 February 2007 (47 days)**
- **116 Questions**
- **3610 Submissions from 3292 Individuals including 2951 undergraduates**
- **2849 undergraduates answered at least 60 questions**
  - Results below are based on responses from these  
Freshmen = 390; Sophmores = 642;  
Juniors = 656; Seniors = 1161
  - Average number of responses = 2829
  - Minimum number of responses = 2795

## SITE Question Areas

- Ownership and frequency of use of information technologies
- Comparing UCI e-mail to other e-mail services
- Attitudes toward use of technology
- UCI web sites
- Cell phone service
- Internet Access
- Campus's wireless computer network
- Facilities for computer use
- EEE services
- Instructors' use of information technology in courses
- Budget priorities

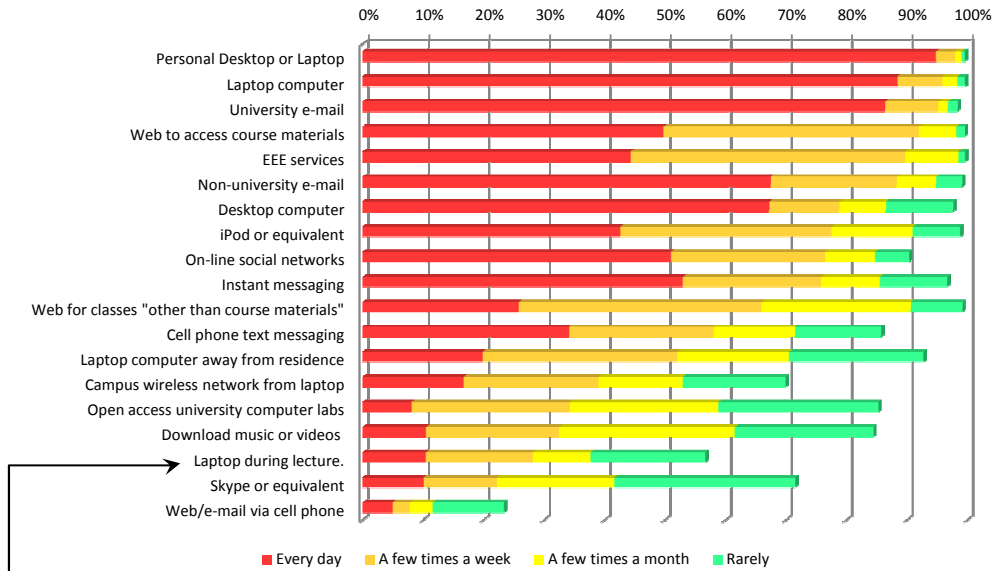
## What Technology Students Have



Only four show much variation from Freshmen to Seniors:

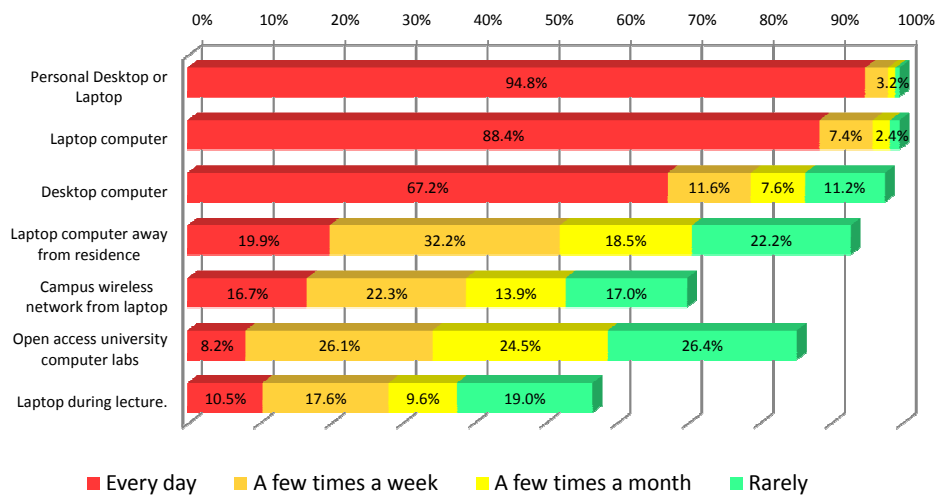
	Freshmen	Sophomores	Juniors	Seniors
Laptop computer	87.6% (high)	85.8%	81.5%	79.0% (low)
iPod or equivalent	77.1%	81.7% (high)	76.0%	72.5% (low)
Desktop computer	46.5% (low)	47.8%	54.3%	58.8% (high)
Skype or equivalent	27.9%	29.8%	26.4% (low)	33.6% (high)

# How Frequently Students Use What They Have



Length of each bar shows use of what students have. For example, 57% of those with laptops use them in class (even "rarely") and so 43% of those with laptops *never* use them in class.

# How Frequently Students Use Computers

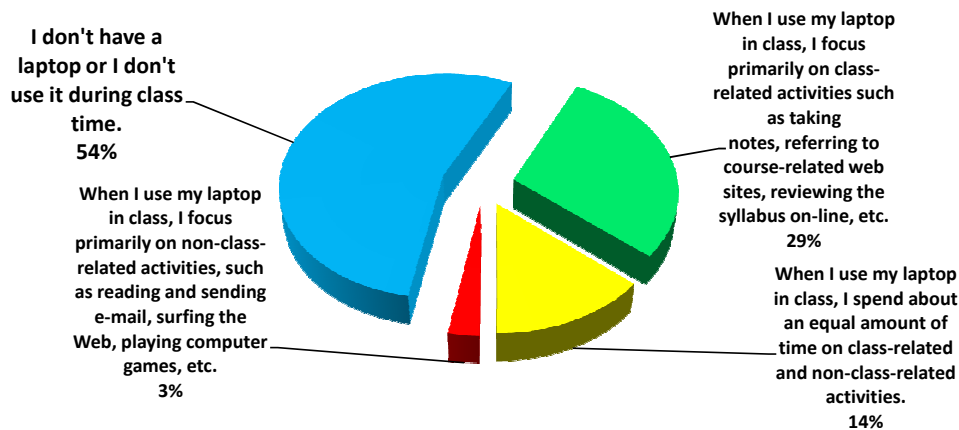


There is a significant variation by class level only in the "at least weekly" use of open access university computer labs:

Class Level	At least weekly
Freshmen	18.1%
Sophmores	25.9%
Juniors	35.6%
Seniors	43.6%

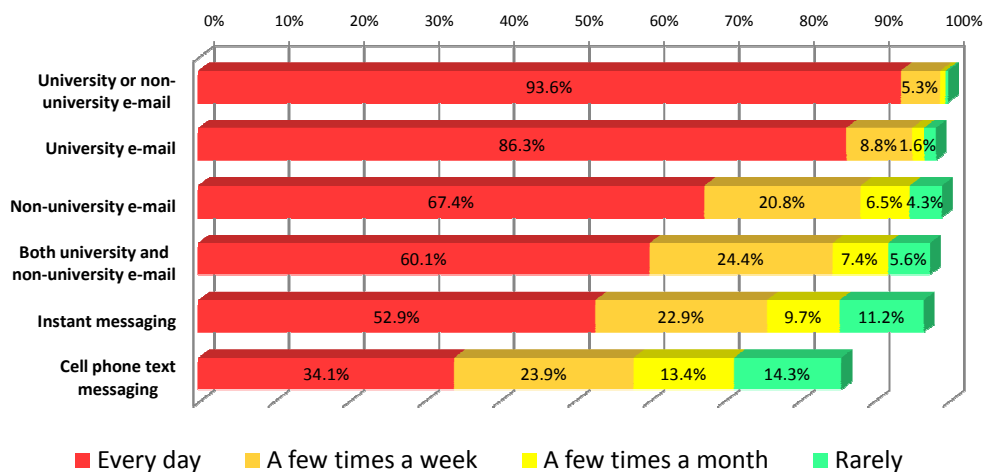
## Use of Laptops in Class

If you use a laptop during class time, which statement best describes how you use it?



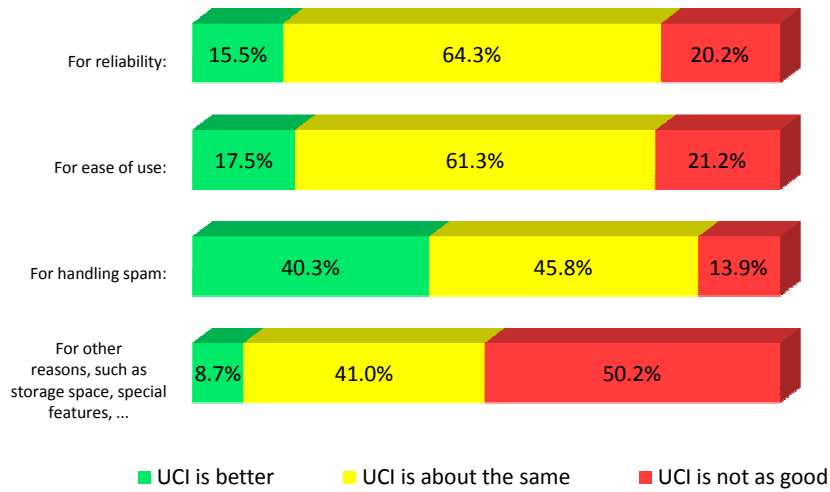
There is very little variation from freshmen to seniors. Very few students who come to class (report that they) do so to use laptops for things other than classwork.

## How Frequently Students Use E-mail and Other Messaging



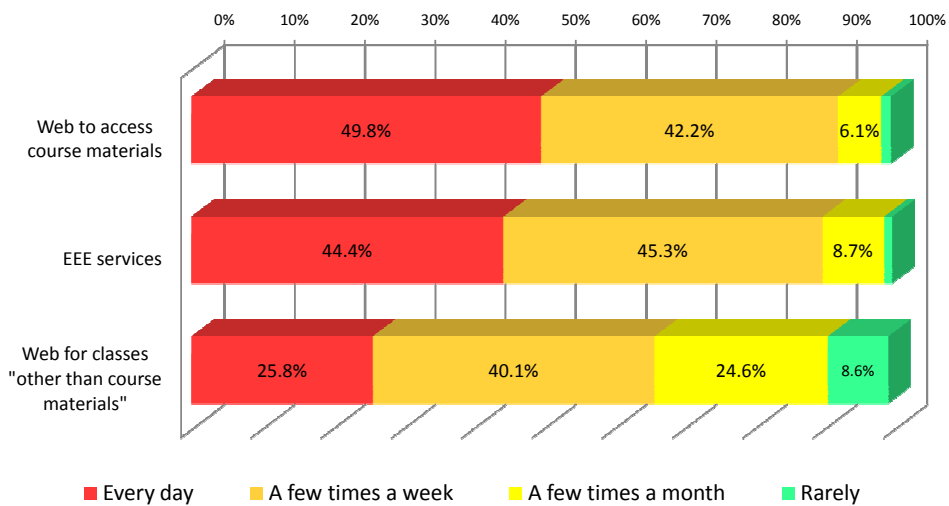
98.8% check e-mail at least a few times a week  
93.6% check e-mail every day

## UCI E-mail vs. Non-University E-mail

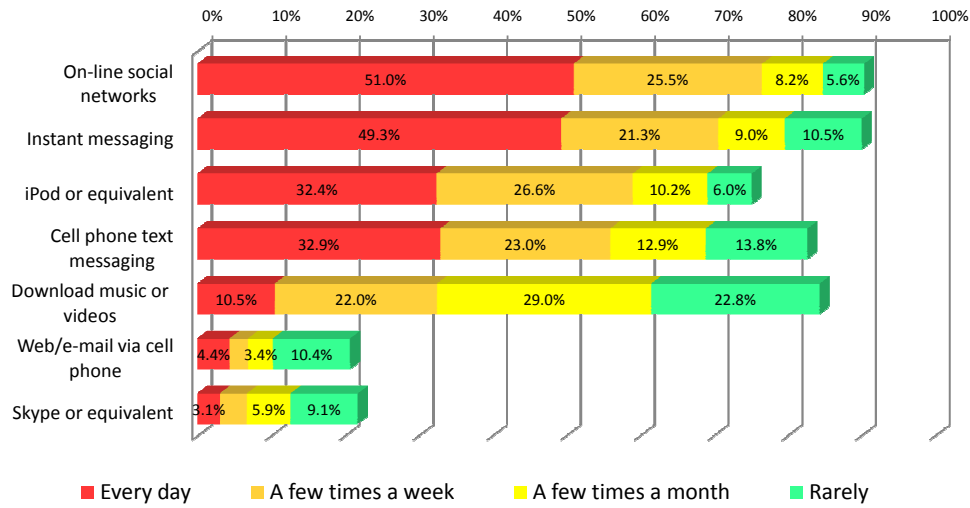


Student satisfaction critical elements of UCI e-mail service is quite high. Seniors are more critical than freshmen about UCI's handling of spam (18.0% vs 6.5% saying UCI is "not as good") and of other aspects (56.0% vs 39.9% saying UCI is "not as good")

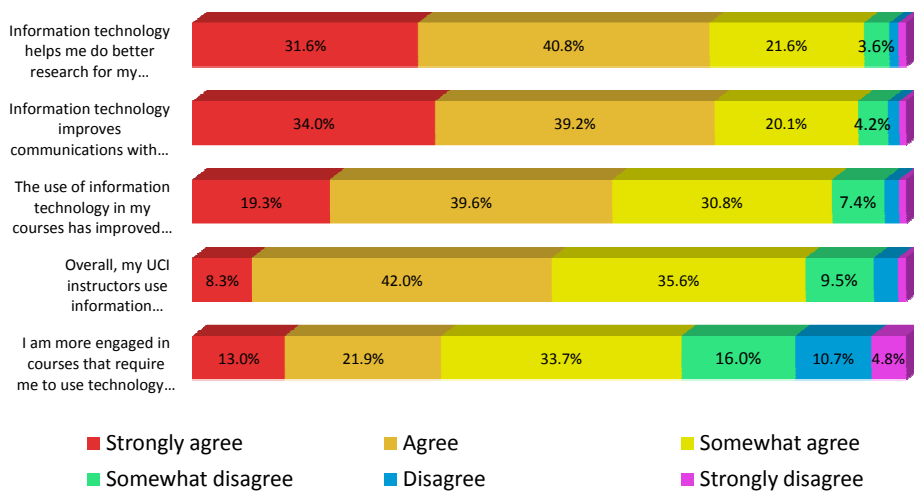
## How Frequently Students Use the Web for Courses



## How Frequently Students Use Other Technologies

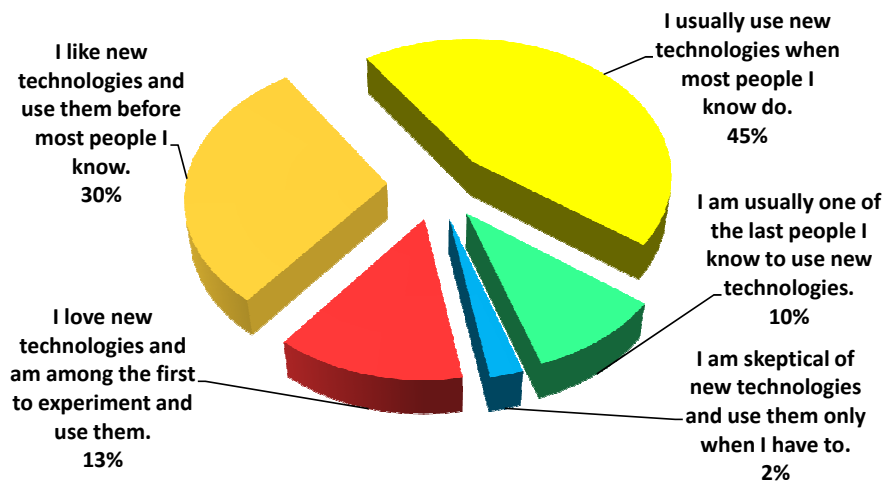


## Usefulness of Information Technology in Courses



Students express a strongly positive attitude to the use of IT in courses, where IT is “any electronic means of obtaining or sharing information, such as a course web site, an instructor who uses Power Point presentations in class, course on-line discussion groups, reading materials on-line, on-line office hours, etc.

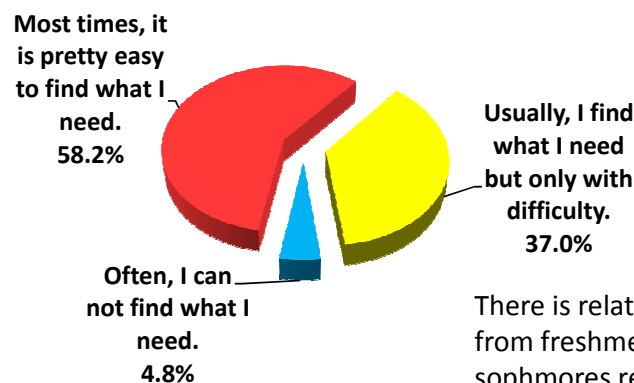
## Which statement best describes you and your use of technology?



Students have confidence in their use of technology with 43% feeling they are in advance of their peers vs 12% feeling they lag behind their peers.

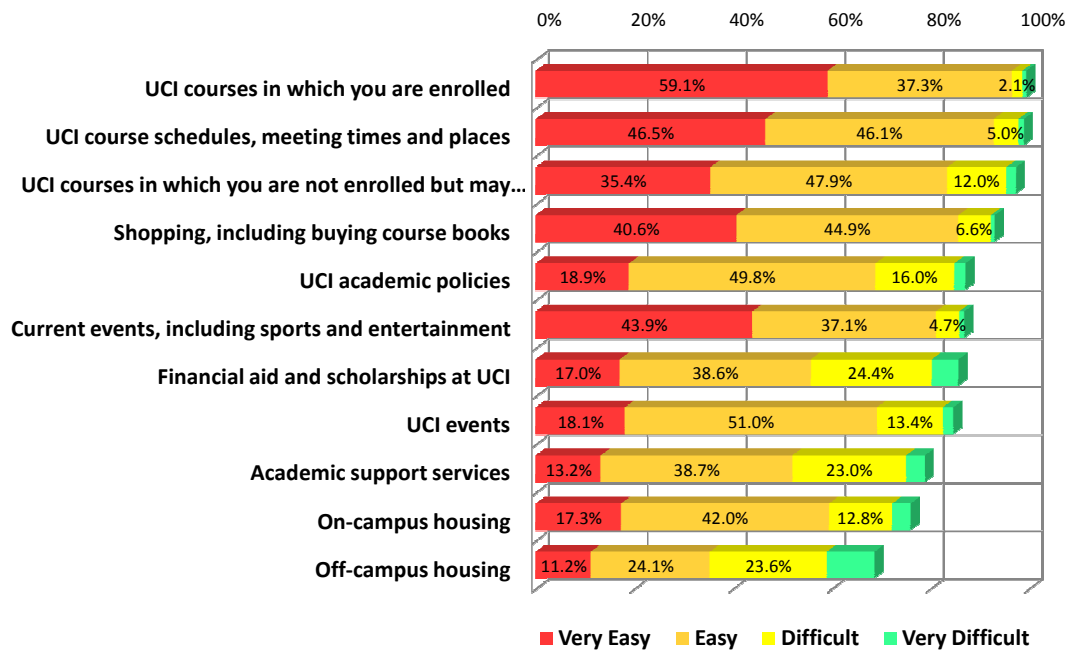
## UCI Web Sites Overall

When using UCI web sites, how easy is it for you to find what you need to know about campus programs, services, policies, and procedures?



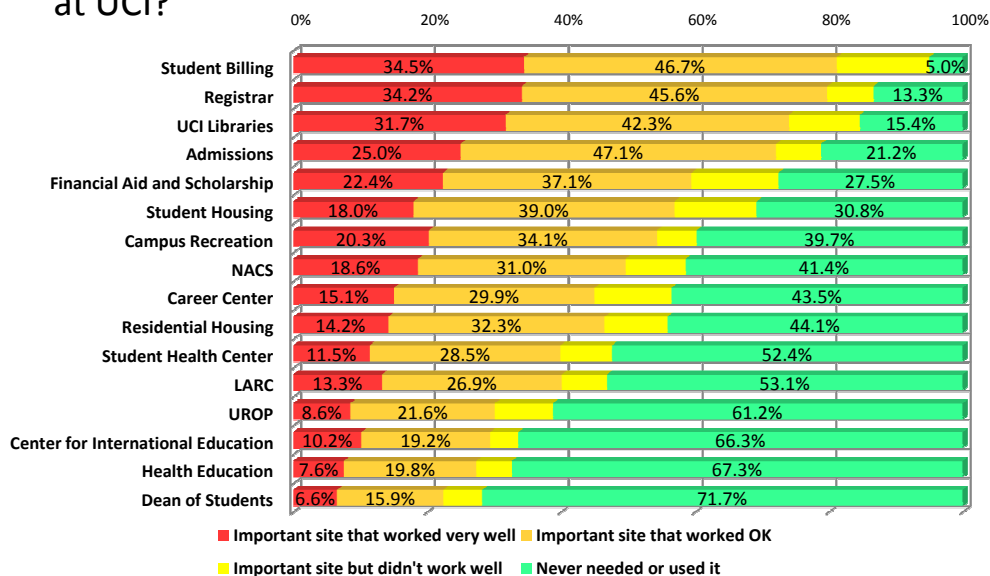
There is relatively little variation from freshmen through seniors, with sophomores reporting slightly more difficulty finding information. Freshman and seniors have (the almost equally) easiest time.

# Finding Information on the Web



# UCI Web Sites

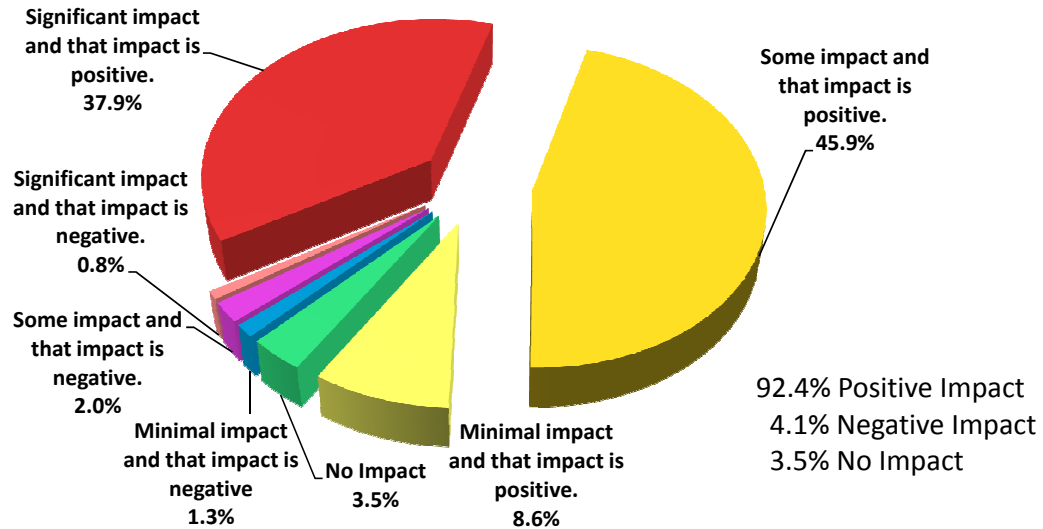
How well are your needs met by the following web sites at UCI?





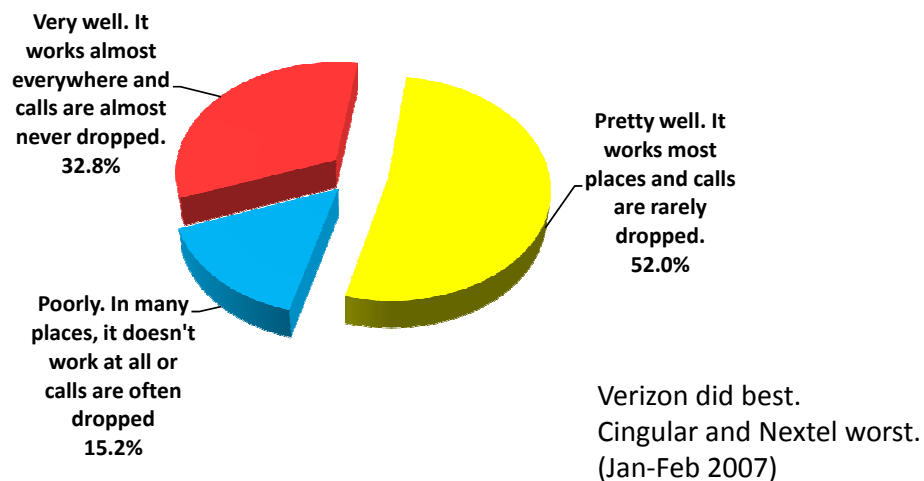
## Impact of UCI Online Information

How would you describe the overall impact of UCI online information and services to your experience as a UCI student?



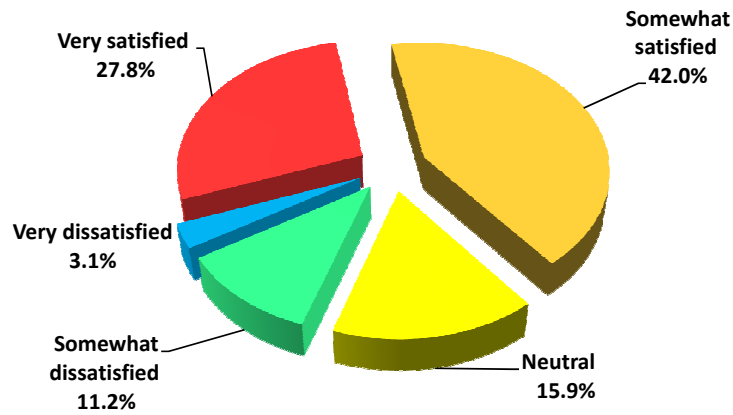
## Cell Phone Coverage

How well does your cell phone work on the UCI main campus?



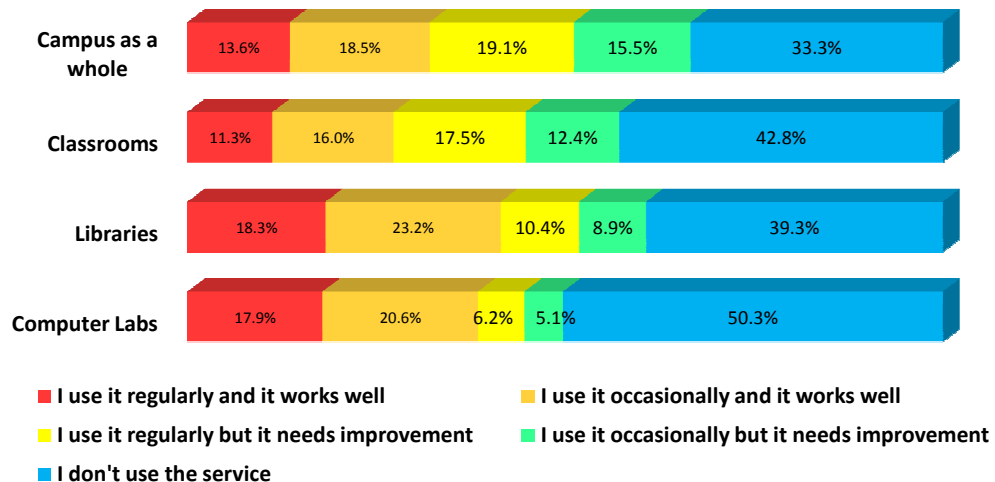
## Internet access

In general, how satisfied are you with Internet access at UCI?



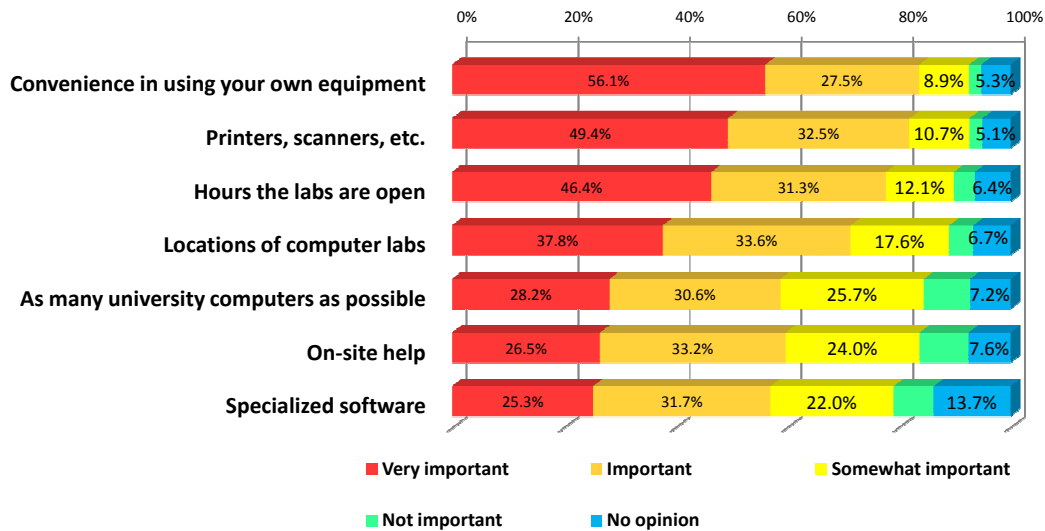
## Wireless Computer Network

How would you describe your use of the campus's wireless computer network from the following places?



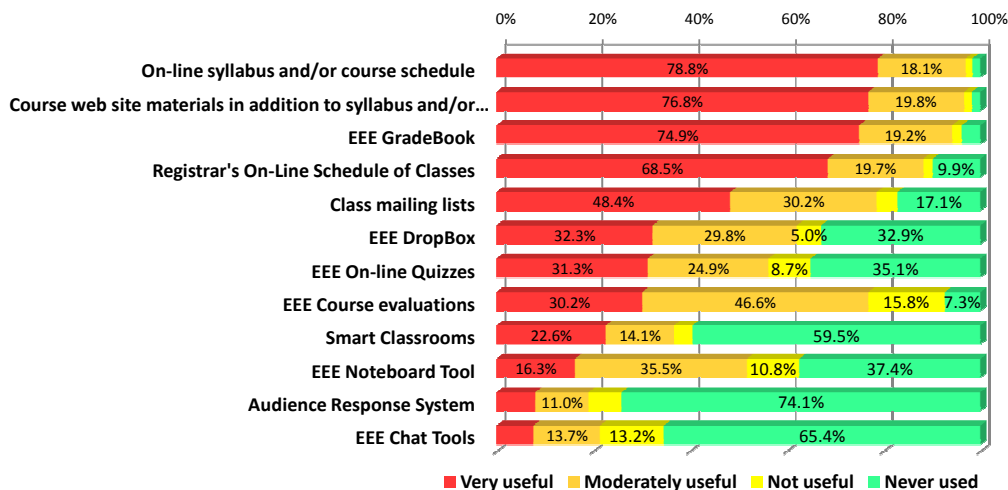
## Facilities for computer use

Please rate the importance of the following in providing facilities for computer use:



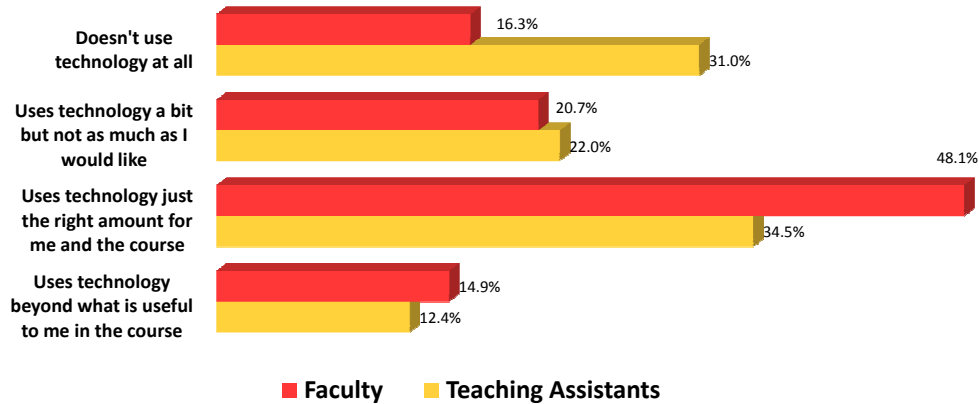
## EEE Services

Please rate each of the following EEE services in terms of its usefulness to you in your classes.

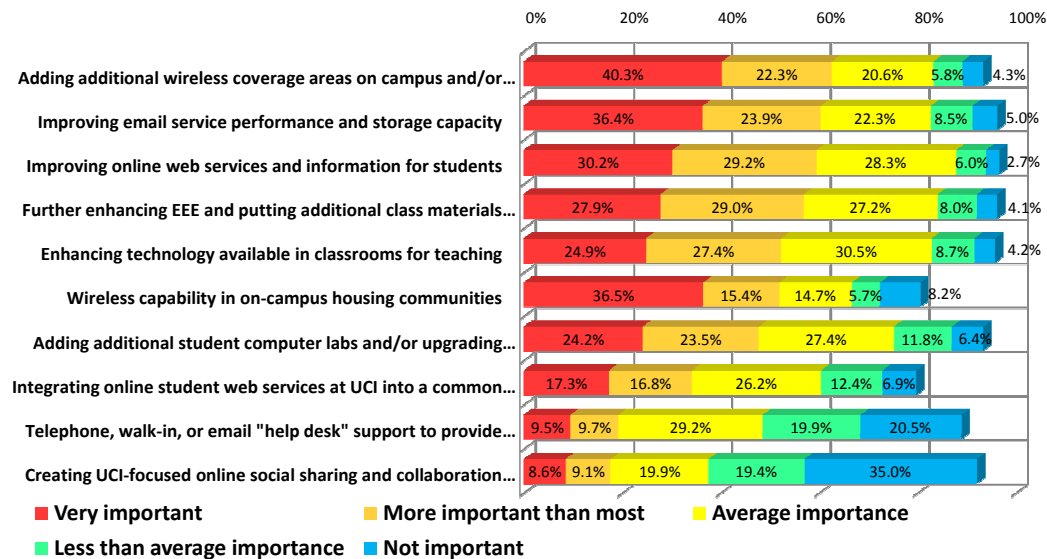


# Instructors' Use of Technology

In terms of your own preferences, how many of your professors [teaching assistants] fall into each of the following categories?



# How would you rank the importance to you of campus spending on each of the following services?



Improving, wireless, e-mail and web services rank highest.  
 Personal support and UCI-focused social sharing/collaboration rank lowest.

## Appendix: Questions & Data Tables

- Ownership and frequency of use of information technologies
- Comparing UCI e-mail to other e-mail services
- Attitudes toward use of technology
- UCI web sites
- Cell phone service
- Campus's wireless computer network
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**Please tell us how frequently you use various types of information technology.**

**Choices:**

Do not have one	Never	Rarely
A few times a month	A few times a week	Every day

**Questions:**

- If you own a desktop computer, how often do you use it?
- If you own a portable (laptop) computer, how often do you use it?
- If you own a portable (laptop) computer, how often do you use it at some place other than your residence?
- If you own a portable digital audio player (such as an iPod), how often do you use it?
- How often do you access your university provided e-mail account?
- If you have an e-mail account in addition to the one provided by the university, how often do you use your (favorite) non-university e-mail account?
- If you have an instant message account, how often do you use it?

## Please tell us how frequently you use various types of information technology. (continued)

- How often do you use text messaging on a cell phone?
- How often do you access web pages or e-mail on a cell phone?
- If you have an internet telephone service such as Skype, how often do you use it?
- How often do you access the campus wireless network from a laptop?
- How often do you use a laptop during a lecture?
- How often do you participate in on-line social networks such as Facebook, Friendster, or MySpace?
- How often do you download music or videos from the Web?
- How often do you use the Web to access course materials?
- How often do you use EEE services?
- How often do you use the Web to find information for classes other than course materials provided specifically for a class?
- How often do you use open access university computer labs?

## Please tell us how frequently you use various types of information technology.

Percent based on those who have the item

	Never	Rarely	A few times a month	A few times a week	Every day	Do have
If you own desktop computer, how often do you use it?	2.4%	11.2%	7.6%	11.6%	67.2%	53.6%
If you own laptop computer, how often do you use it?	0.4%	1.3%	2.4%	7.4%	88.4%	82.3%
If you own laptop computer, how often do you use away from residence?	7.2%	22.2%	18.5%	32.2%	19.9%	82.4%
If you own iPod-equiv, how often do you use it?	1.2%	7.9%	13.4%	34.9%	42.7%	76.0%
How often do you access university e-mail account?	1.7%	1.6%	1.6%	8.8%	86.3%	99.7%
If you have non-univ e-mail, how often use favorite non-univ e-mail?	0.9%	4.3%	6.5%	20.8%	67.4%	97.6%
If you have an instant message account, how often do you use it?	3.3%	11.2%	9.7%	22.9%	52.9%	93.2%
How often do you use text messaging on a cell phone?	14.3%	14.3%	13.4%	23.9%	34.1%	96.5%
How often do you access web pages or e-mail on a cell phone?	76.6%	11.8%	3.8%	2.8%	5.0%	88.5%
How often use internet telephone service such as Skype?	28.4%	29.9%	19.4%	12.1%	10.2%	30.3%
How often access campus wireless network from a laptop?	30.1%	17.0%	13.9%	22.3%	16.7%	
How often do you use a laptop during a lecture?	43.3%	19.0%	9.6%	17.6%	10.5%	
How often participate in on-line social networks?	9.7%	5.6%	8.2%	25.5%	51.0%	
How often do you download music or videos from the Web?	15.7%	22.8%	29.0%	22.0%	10.5%	
How often do you use the Web to access course materials?	0.5%	1.4%	6.1%	42.2%	49.8%	
How often do you use EEE services?	0.4%	1.2%	8.7%	45.3%	44.4%	
How often use Web for class info other than course materials?	0.9%	8.6%	24.6%	40.1%	25.8%	
How often do you use open access university computer labs?	14.7%	26.4%	24.5%	26.1%	8.2%	

Based on responses from 2849 undergraduates, each of whom answered at least 60 of the 116 questions on the survey. Listed in the order asked.

## How Frequently Students Use What They Have

	Every day	A few times a week	A few times a month	Rarely	Never	At least a few times a week	At least a few times a month
Personal Desktop or Laptop	94.8%	3.2%	1.1%	0.6%	0.4%	98.0%	99.0%
Laptop computer	88.4%	7.4%	2.4%	1.3%	0.4%	95.9%	98.3%
University e-mail	86.3%	8.8%	1.6%	1.6%	1.7%	95.1%	96.7%
Web to access course materials	49.8%	42.2%	6.1%	1.4%	0.5%	92.0%	98.1%
EEE services	44.4%	45.3%	8.7%	1.2%	0.4%	89.7%	98.5%
Non-university e-mail	67.4%	20.8%	6.5%	4.3%	0.9%	88.2%	94.8%
Desktop computer	67.2%	11.6%	7.6%	11.2%	2.4%	78.8%	86.4%
iPod or equivalent	42.7%	34.9%	13.4%	7.9%	1.2%	77.6%	91.0%
On-line social networks	51.0%	25.5%	8.2%	5.6%	9.7%	76.5%	84.7%
Instant messaging	52.9%	22.9%	9.7%	11.2%	3.3%	75.8%	85.5%
Web for classes "other than course materials"	25.8%	40.1%	24.6%	8.6%	0.9%	65.9%	90.5%
Cell phone text messaging	34.1%	23.9%	13.4%	14.3%	14.3%	58.0%	71.4%
Laptop computer away from residence	19.9%	32.2%	18.5%	22.2%	7.2%	52.1%	70.6%
Campus wireless network from laptop	16.7%	22.3%	13.9%	17.0%	30.1%	39.0%	52.9%
Open access university computer labs	8.2%	26.1%	24.5%	26.4%	14.7%	34.3%	58.8%
Download music or videos	10.5%	22.0%	29.0%	22.8%	15.7%	32.5%	61.5%
Laptop during lecture.	10.5%	17.6%	9.6%	19.0%	43.3%	28.1%	37.7%
Skype or equivalent	10.2%	12.1%	19.4%	29.9%	28.4%	22.3%	41.6%
Web/e-mail via cell phone	5.0%	2.8%	3.8%	11.8%	76.6%	7.8%	11.6%

Listed in order of decreasing levels of use.

## Laptop Use In Class

If you use a laptop during class time,  
which statement best describes how you use it?

- I don't have a laptop *or* I don't use it during class time. 54.4%
- When I use my laptop in class, I focus primarily on class-related activities such as taking notes, referring to course-related web sites, reviewing the syllabus on-line, etc. 28.9%
- When I use my laptop in class, I focus primarily on non-class-related activities, such as reading and sending e-mail, surfing the Web, playing computer games, etc. 2.7%
- When I use my laptop in class, I spend about an equal amount of time on class-related and non-class-related activities. 14.0%

## How Frequently Students Use E-mail and Other Messaging

	Every day	A few times a week	A few times a month	Rarely
University or non-university e-mail	93.6%	5.3%	0.7%	0.3%
University e-mail	86.3%	8.8%	1.6%	1.6%
Non-university e-mail	67.4%	20.8%	6.5%	4.3%
Both university and non-university e-mail	60.1%	24.4%	7.4%	5.6%
Instant messaging	52.9%	22.9%	9.7%	11.2%
Cell phone text messaging	34.1%	23.9%	13.4%	14.3%

## Comparing UCI e-mail to other e-mail services,

	UCI is better	UCI is about the same	UCI is not as good
For reliability:	15.5%	64.3%	20.2%
For ease of use:	17.5%	61.3%	21.2%
For handling spam:	40.3%	45.8%	13.9%
For other reasons, such as storage space, special features, ...	8.7%	41.0%	50.2%



## Usefulness of Information Technology in Courses

Please tell us if you agree or disagree with the following statements regarding the usefulness of information technology for your UCI courses.

By "information technology" we mean any electronic means of obtaining or sharing information, such as a course web site, an instructor who uses Power Point presentations in class, course on-line discussion groups, reading materials on-line, on-line office hours, etc.

- I am more engaged in courses that require me to use technology than in those that do not require me to use technology.
- Overall, my UCI instructors use information technology well in my courses.
- Information technology helps me do better research for my courses.
- The use of information technology in my courses has improved my learning.
- Information technology improves communications with my instructors.

## Usefulness of Information Technology in Courses

	Strongly agree	Agree	Somewhat agree	Somewhat disagree	Disagree	Strongly disagree
Information technology helps me do better research for my courses.	31.6%	40.8%	21.6%	3.6%	1.2%	1.1%
Information technology improves communications with my instructors.	34.0%	39.2%	20.1%	4.2%	1.6%	1.0%
The use of information technology in my courses has improved my learning.	19.3%	39.6%	30.8%	7.4%	2.0%	1.0%
Overall, my UCI instructors use information technology well in my courses.	8.3%	42.0%	35.6%	9.5%	3.4%	1.1%
I am more engaged in courses that require me to use technology than in those that do not require me to use technology.	13.0%	21.9%	33.7%	16.0%	10.7%	4.8%

## Which of the following statements best describes you and your use of technology?

- I love new technologies and am among the first to experiment and use them. 13.5%
- I like new technologies and use them before most people I know. 29.8%
- I usually use new technologies when most people I know do. 44.5%
- I am usually one of the last people I know to use new technologies. 9.8%
- I am skeptical of new technologies and use them only when I have to. 2.4%

## UCI Web Sites Overall

When using UCI web sites, how easy is it for you to find what you need to know about campus programs, services, policies, and procedures?

	Often, I can not find what I need.	Usually, I find what I need but only with difficulty.	Most times, it is pretty easy to find what I need.
Freshmen	3.4%	35.7%	61.0%
Sophmores	5.0%	41.7%	53.2%
Juniors	5.6%	38.0%	56.3%
Seniors	4.7%	34.3%	61.0%
All	4.8%	37.0%	58.2%

## Finding Information on the Web

How easy is it for you to find on the Web information you want in each of the following areas?

- Current events, including sports and entertainment
- Shopping, including buying course books
- UCI events
- UCI academic policies
- UCI course schedules, meeting times and places
- UCI courses in which you are enrolled
- UCI courses in which you are not enrolled but may be considering
- Financial aid and scholarships at UCI
- Academic support services
- On-campus housing
- Off-campus housing

## Finding Information on the Web

How easy is it for you to find on the Web information you want in each of the following areas?

	Percent based on those who use Web for such information				I don't use the Web for such info.
	Very Easy	Easy	Difficult	Very Difficult	
Current events, including sports and entertainment	50.6%	42.8%	5.5%	1.2%	13.3%
Shopping, including buying course books	43.7%	48.3%	7.1%	0.9%	7.2%
UCI events	21.4%	60.3%	15.8%	2.5%	15.5%
UCI academic policies	21.8%	57.3%	18.4%	2.6%	13.1%
UCI course schedules, meeting times and places	47.1%	46.7%	5.1%	1.1%	1.3%
UCI courses in which you are enrolled	59.5%	37.5%	2.1%	0.8%	0.7%
UCI courses in which you are not enrolled but may be considering	36.4%	49.3%	12.3%	2.0%	2.8%
Financial aid and scholarships at UCI	19.9%	45.1%	28.6%	6.3%	14.5%
Academic support services	16.8%	49.2%	29.2%	4.8%	21.2%
On-campus housing	22.8%	55.4%	16.9%	4.9%	24.2%
Off-campus housing	16.3%	35.1%	34.5%	14.1%	31.5%

## UCI Web Sites

How well are your needs met by the following web sites at UCI?

	Important site that worked very well	Important site that worked OK	Important site but didn't work well	Never needed or used it
Student Billing	34.5%	46.7%	13.8%	5.0%
Registrar	34.2%	45.6%	6.9%	13.3%
UCI Libraries	31.7%	42.3%	10.6%	15.4%
Admissions	25.0%	47.1%	6.7%	21.2%
Financial Aid and Scholarship	22.4%	37.1%	13.0%	27.5%
Student Housing	18.0%	39.0%	12.3%	30.8%
Campus Recreation	20.3%	34.1%	5.9%	39.7%
Network & Academic Computing Services	18.6%	31.0%	9.0%	41.4%
Career Center	15.1%	29.9%	11.5%	43.5%
Residential Housing	14.2%	32.3%	9.4%	44.1%
Student Health Center	11.5%	28.5%	7.7%	52.4%
Learning and Academic Resource Center	13.3%	26.9%	6.7%	53.1%
Undergraduate Research Opportunities Program	8.6%	21.6%	8.7%	61.2%
Center for International Education	10.2%	19.2%	4.2%	66.3%
Health Education	7.6%	19.8%	5.3%	67.3%
Dean of Students	6.6%	15.9%	5.8%	71.7%

Relatively Strong: Registrar, Admissions

Less strong: Student Billing, Financial Aid and Scholarship, Student Housing

## Cell Phone Coverage

How well does your cell phone work on the UCI main campus?

	<b>Very well.</b> It works almost everywhere and calls are almost never dropped.	<b>Pretty well.</b> It works most places and calls are rarely dropped.	<b>Poorly.</b> In many places, it doesn't work at all or calls are often dropped
Verizon	51.4%	42.3%	6.3%
Tmobile	33.9%	57.6%	8.5%
Other	27.6%	51.7%	20.7%
Sprint	19.3%	45.2%	35.5%
Cingular	17.7%	58.0%	24.3%
Nextel	14.3%	57.1%	28.6%
<b>All</b>	<b>32.8%</b>	<b>52.0%</b>	<b>15.3%</b>

## Wireless Computer Network

How would you describe your use of the campus's wireless computer network from the following places?

	I use it regularly and it works well	I use it occasionally and it works well	I use it regularly but it needs improvement	I use it occasionally but it needs improvement	I don't use the service
Campus as a whole	13.6%	18.5%	19.1%	15.5%	33.3%
Classrooms	11.3%	16.0%	17.5%	12.4%	42.8%
Libraries	18.3%	23.2%	10.4%	8.9%	39.3%
Computer Labs	17.9%	20.6%	6.2%	5.1%	50.3%

## Facilities for computer use

Please rate the importance of the following in providing facilities for computer use:

	Very important	Somewhat important	Not important	No opinion
Convenience in using your own equipment	56.1%	27.5%	8.9%	5.3%
Printers, scanners, etc.	49.4%	32.5%	10.7%	5.1%
Hours the labs are open	46.4%	31.3%	12.1%	6.4%
Locations of computer labs	37.8%	33.6%	17.6%	6.7%
As many university computers as possible	28.2%	30.6%	25.7%	7.2%
On-site help	26.5%	33.2%	24.0%	7.6%
Specialized software	25.3%	31.7%	22.0%	13.7%

## EEE Services

Please rate each of the following EEE services in terms of its usefulness to you in your classes.

	Very useful	Moderately useful	Not useful	Never used
On-line syllabus and/or course schedule	78.8%	18.1%	1.4%	1.7%
Course web site materials in addition to syllabus and/or course schedule	76.8%	19.8%	1.6%	1.8%
EEE GradeBook	74.9%	19.2%	2.0%	3.8%
Registrar's On-Line Schedule of Classes	68.5%	19.7%	1.9%	9.9%
Class mailing lists	48.4%	30.2%	4.3%	17.1%
EEE DropBox	32.3%	29.8%	5.0%	32.9%
EEE On-line Quizzes	31.3%	24.9%	8.7%	35.1%
EEE Course evaluations	30.2%	46.6%	15.8%	7.3%
Smart Classrooms	22.6%	14.1%	3.8%	59.5%
EEE Noteboard Tool	16.3%	35.5%	10.8%	37.4%
Audience Response System	8.0%	11.0%	6.9%	74.1%
EEE Chat Tools	7.7%	13.7%	13.2%	65.4%

## Instructors' Use of Technology

In terms of your own preferences, how many of your professors [teaching assistants] fall into each of the following categories?

	Faculty	Teaching Assistants
Doesn't use technology at all	16.3%	31.0%
Uses technology a bit but not as much as I would like	20.7%	22.0%
Uses technology just the right amount for me and the course	48.1%	34.5%
Uses technology beyond what is useful to me in the course	14.9%	12.4%

The difference here may well reflect different settings, expectations, and opportunities.

Text presented	Valued as
"Very few"	5%
"A few"	20%
"More than a few"	35%
"About half"	50%
"A bit more than half"	65%
"Most"	80%
"All"	95%

# Budget Priorities

UCI has a fixed financial budget to pay for enhancements to existing technology services, or for adding new technology services. How would you rank the importance to you of the campus spending money on each of the following services?

- Telephone, walk-in, or email "help desk" support to provide assistance and answers about technology to students
- Adding additional wireless coverage areas on campus and/or increasing wireless speeds
- Improving email service performance and storage capacity
- Improving online web services and information for students
- Integrating online student web services at UCI into a common "web portal"
- Creating UCI-focused online social sharing and collaboration services similar to Instant Messaging, Facebook, etc.
- Further enhancing EEE and putting additional class materials and tools online
- Enhancing technology available in classrooms for teaching
- Adding additional student computer labs and/or upgrading existing lab computers
- Wireless capability in on-campus housing communities

# Budget Priorities

	More Very important important than	More Average most importance	Less than average importance	Not important	NO opinion	More than Average importance	
Adding additional wireless coverage areas on campus and/or increasing wireless speeds	40.3%	22.3%	20.6%	5.8%	4.3%	6.6%	62.6%
Improving email service performance and storage capacity	36.4%	23.9%	22.3%	8.5%	5.0%	3.9%	60.3%
Improving online web services and information for students	30.2%	29.2%	28.3%	6.0%	2.7%	3.5%	59.4%
Further enhancing EEE and putting additional class materials and tools online	27.9%	29.0%	27.2%	8.0%	4.1%	3.9%	56.8%
Enhancing technology available in classrooms for teaching	24.9%	27.4%	30.5%	8.7%	4.2%	4.3%	52.3%
Wireless capability in on-campus housing communities	36.5%	15.4%	14.7%	5.7%	8.2%	19.5%	51.9%
Adding additional student computer labs and/or upgrading existing lab computers	24.2%	23.5%	27.4%	11.8%	6.4%	6.7%	47.7%
Integrating online student web services at UCI into a common "web portal"	17.3%	16.8%	26.2%	12.4%	6.9%	20.3%	34.2%
Telephone, walk-in, or email "help desk" support to provide assistance and answers about technology to students	9.5%	9.7%	29.2%	19.9%	20.5%	11.2%	19.3%
Creating UCI-focused online social sharing and collaboration services similar to Instant Messaging, Facebook, etc.	8.6%	9.1%	19.9%	19.4%	35.0%	8.0%	17.7%